

Delivery & Returns

Ordering

Making A Purchase

Making a purchase could not be easier. Just browse our web shop, and add any items that you wish to buy into the shopping basket. After you have finished your selection, click on 'Checkout' and you will be asked for a few details that we need to be able to complete the order. We currently only accept credit/debit card payments. We accept Visa and MasterCard, Switch, Maestro. Your card details are securely handled by the payment solution, SagePay. When confirmation of order is received, this is to indicate that we have received your order. It does not indicate that a contract exists between us. We will indicate acceptance of your order, and hence a contract between us, when we send you an invoice. We have included this term to protect us in the case that a mistake has been made in pricing, we have inadvertently under-priced goods, or we are no longer able to supply a particular product for some reason. In the case of a change of price, we will always contact you first to ensure that the price is acceptable. E and OE. By placing an order you confirm your acceptance of our terms as governing the contract with the Company to the exclusion of all other terms. If you do not agree with the terms please do not place an order.

Shipping & Handling

All our deliveries are handled by FedExUK and the consignment number for your shipment is stated on your emailed delivery note. For tracking information please go to www.fedex.com/ukservices and enter the consignment number. All our deliveries require a signature at delivery. It is the responsibility of the Customer to insure that someone is available at the delivery address to sign for the parcel. When there is no one at the address the courier will leave a card to show that they have been and how to re-arrange a new delivery or collection. The carrier will attempt to deliver items a maximum of twice. Simon Safety & Lifting Centre Ltd will not be responsible for extra delivery charges that arise as a result of failed deliveries. Charges for extra delivery attempts or change of delivery address will be payable by the customer. There is a £10 charge to the customer for consignments that are returned to Simon Safety & Lifting Centre Ltd due to a failed delivery.

Delivery Charges

Carriage - deliveries received before 15:00 p.m. are usually despatched next day using FedEx. Orders over £65 are carriage paid. Orders less than £65 are subject to a small order charge of £6.66. Offshore islands and some northern parts of Scotland are subject to a delivery charge of £20.00. For Ireland, Scilly Isles and Isle of Man a delivery charge of £25.00 applies. The Channel Isles are subject to a delivery charge of £46.00. All pricing excludes VAT. Collection - collection is always free, but please wait for confirmation that your order is ready before setting off.

Delivery Schedule

Where items are out of stock (you will be advised of this once the order is processed) we will deliver your order when the order is complete. We will normally send your order to you in 2 working days. In any event you will be updated if lead times are to be exceeded. In all cases we endeavour to despatch your order within 28 days.

Back Orders

If your item is not in stock, we will back order for you. You will always be emailed with the option to cancel your order if you would rather not wait. We will send your back order on to the original delivery address free of extra charges.

Returns

We guarantee your satisfaction. We give a seven day returns option on all items (unless they are specials, have been altered or made bespoke- such as embroidered logos etc). This will result in a credit for the items, subject to the items arriving in an unused and resalable condition. Please ensure that you obtain a returns authority prior to sending back any goods and enclose a copy of the returns note in the parcel.

Reaching Us - If you need to reach us, please email us on sales@simon-safety.co.uk, alternatively, you can call or write to the addresses given on the website.